



Break free from Legacy.

Unlock customer journeys from Legacy BPM systems and into agentic automations on the cloud with AI-led transformation on the Pega Platform.

June, 2026

ENTER THE AGE OF AI

The next decade will be defined by the AI leaders.

AI & DIGITAL LEADERS ARE GROWING 2-6X FASTER THAN LAGGARDS.¹

AI & automation represent a massive opportunity for enterprises to cut costs & improve their customer experience.

Leading enterprises are harnessing AI to improve how they:

- **Engage with their customers:** personalizing every customer interaction to resonate & land more – leading to growth, acquisition, and retention.
- **Service their customers:** enabling 100% self-service outcomes across any channel – increasing NPS & decreasing cost-to-serve.
- **Operate their business:** automating end-to-end business processes & guiding employees at every step – saving costs & accelerating customer outcomes.



LEGACY IS HOLDING ENTERPRISES BACK

The average
enterprise wastes
\$370 Million+
on technical debt.

THE IMPACT OF LEGACY IS HUGE.

- **Innovation slows:** 68% of enterprises say they spend time on legacy system maintenance which could better be spent making business more effective.
- **Automation lags:** 68% of enterprises say legacy systems are preventing their organization from operating as effectively as possible.²
- **Customers can tell:** 57% of enterprises acknowledge their reliance on legacy systems causes customers to leave due to slow or fragmented experiences.²



LEGACY DEBT

Legacy BPM debt is holding enterprises back

FROM SHADOW IT & TACTICAL SOLUTION TO LEGACY ANCHOR.



Experiences are falling behind.

- Dated, non-accessible UX dragging down employee productivity
- Lack modern AI driven channels to plug into customer facing self-service channels



Automation & AI are lagging.

- Process spaghetti: complex business process model notation (BPMN) flows which have become unmaintainable
- Lack of native AI support



Data is trapped.

- Poor support for modern APIs, cloud services, or event-driven architectures.
- Data silos and brittle point-to-point integrations.



Talent is sparse.

- Difficulty finding developers to maintain



Maintenance is costly.

- Expensive licensing & support fees



BUILDING A PATH TO THE FUTURE

How are enterprises getting off
of their **legacy BPM platforms**
and into **agentic operations** in
the cloud *fast*?

Transformation rocket fuel

Pega Blueprint is enterprise workflow development powered by AI. Focused on bringing people & AI together to accelerate automation & jumpstart transformation.

< Dashboard Pega GenAI + Blueprint™

RETAIL BANKING > BP-266181
Retail Loan Origination

Application Context Workflows **Workflow Details** Data & Integrations Personas Summary

Select the Case Type to define the workflow details: Secured Retail Loan Application Edit Case Type Settings

Case Lifecycle Case Data Model

This case type defines a secured Retail Loan application process, from submission, approval, and disbursement, ensuring efficient communication with applicants. This case type represents the process of handling and approving a secured retail lending products like vehicle loans. Edit Lifecycle

Primary Stages

Capture Applicant Inf...	Eligibility and Evaluat...	Additional Document...	Loan Amount and Te...	Loan Agreement and ...
<ul style="list-style-type: none">Collect Applicant InformationCollect Financial InformationCollect Collateral Information + Add Step	<ul style="list-style-type: none">Eligibility CheckCredit CheckValidate Financial DocumentationCheck Collateral TypeValidate Guarantor's Financial DataRetrieve Guarantor's Credit ScoreCheck Guarantor's EligibilityOffer Risk Reducing Product to Client + Add Step	<ul style="list-style-type: none">Additional Documentation CheckCollect Additional DocumentationCollect CollateralValidate CollateralValuation of CollateralApprove/Reject Loan + Add Step	<ul style="list-style-type: none">Loan Amount CheckLoan Terms CalculationLoan Terms Approval + Add Step	<ul style="list-style-type: none">Prepare Loan AgreementReview and Sign AgreementApprove Loan DisbursementUpdate Loan Account InformationUpdate Collateral SystemsLoan DisbursementNotify Applicant for Loan Disbursement + Add Step

Back Save & Close Next

How does it work?



#1

Accelerate legacy analysis.

Rather than manually analyzing legacy systems, **extract insights automatically** by uploading:

- **Documentation** (e.g. SOP)
- **Source code** analysis
- **Videos** & screens

#3

Collaborate seamlessly.

Blueprint is 100% collaborative add all **business & IT collaborators** to:

- **Rapidly adapt** AI suggestions
- Capture requirements in **common language**
- **Preview app** throughout

#2

Build on best practices.

Based on requirements, AI Agents behind Blueprint **compose a starting point application** informed by:

- **Industry** best practices
- Pega & partner **expertise**
- Organizational **knowledge**

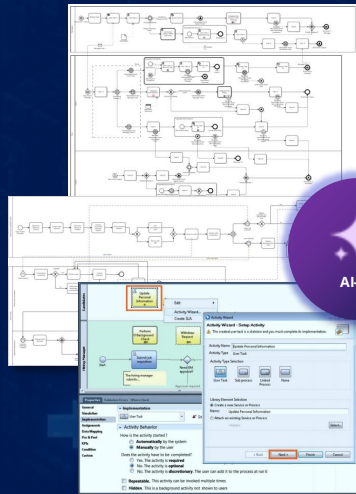
#4

Jumpstart development.

Eliminate lengthy requirements gathering processes and set devs up for **rapid go-lives**:

- Import Blueprint to **generate app**, in seconds
- Auto-generate **user story backlog**
- Leverage AI across Pega App Studio to **quickly finalize & deploy new app**

Transformation reimaged



Rapid
analysis

PEGA GenAI Blueprint™

My Blueprint Dashboard

RETAIL BANKING • BP-1004

Tech Entrepreneur Loan

Context Case Types Case Lifecycle Case Data Live Data Personas Summary

Let's define the Lifecycle for each Case Type

Select a Case Type: Business Plan Review Edit Lifecycle

Business Plan Review CASE TYPE

This case type represents the business plan review process for a small business loan application. It includes assessing the viability and potential of the tech entrepreneur's business plan, analyzing market conditions, competition, and growth projections. They must also qualify as either - An existing business started within the past year, or - A busi...

Capture Information Documentation Validation Loan Application Review Loan Application Resolution Loan Disbursement

<input checked="" type="checkbox"/> Collect Applicant Information	<input checked="" type="checkbox"/> Validate Business Plan	<input checked="" type="checkbox"/> Operational Area Check	<input checked="" type="checkbox"/> Risk Acceptability Check	<input checked="" type="checkbox"/> Initiate Funds Transfer
<input checked="" type="checkbox"/> Collect Business Plan	<input checked="" type="checkbox"/> Validate Financial Statements	<input checked="" type="checkbox"/> Loan Amount Limit Check	<input checked="" type="checkbox"/> Assign Loan Manager	<input checked="" type="checkbox"/> Notify Applicant
<input checked="" type="checkbox"/> Collect Financial Statements	<input checked="" type="checkbox"/> Plan Feasibility Score	<input checked="" type="checkbox"/> Assign Underwriter	<input checked="" type="checkbox"/> Loan Approval	
<input checked="" type="checkbox"/> Application Routing	<input checked="" type="checkbox"/> Underwriter Approval			

Back Preview my app Save and Close Next

Reimagine,
with AI synthesized
best practices.

Pega **Blueprint**™

Automate,
with future-proof
agentic workflows.

PEGAInfinity™

The result?
**Transformed service &
operations, fast.**



THE RESULT?

Automate service & operations from end-to-end

The world's largest organizations choose Pega to simplify their operations & delight their customers. Blueprint helps you get there faster.

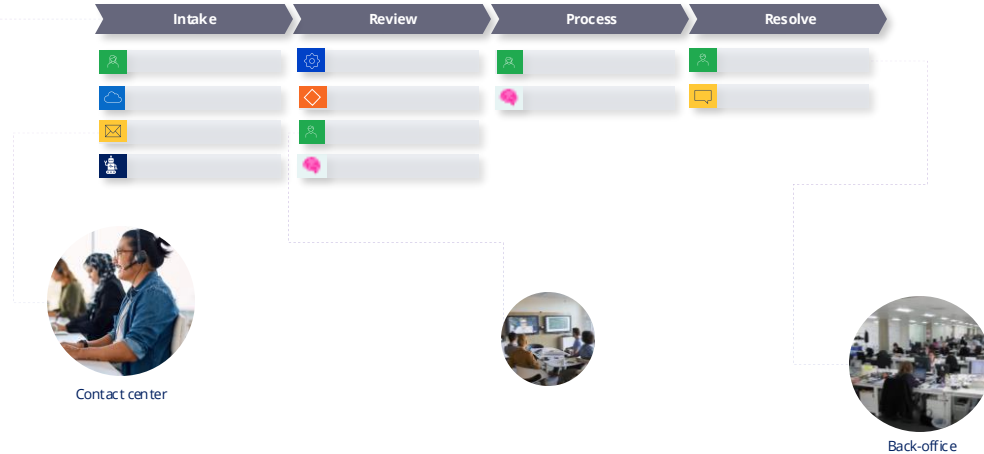
In Pega, workflows are configured with an intuitive business process flow design – which allows both business & IT stakeholders to collaborate on every component of the customer journey.

Every workflow is backed by an enterprise-ready case management framework, which enables leaders to ensure work is audited, optimized, and on track across their operation.

Customer



Orchestrated customer journey across front- and back-office



THE RESULT?

Meet users where they are. With consistency.

With Pega's unique Center-out approach, workflows can be embedded into any channel – arming customers and employees with the outcomes they need across channels. Including:

- **Customer self-service:** seamlessly embed workflows into existing web, chat, email, & mobile experiences.
- **Agent assisted service:** leverage Pega's AI infused Customer Service Desktop, which guides agents through helping customers, fast with superior customer outcomes.
- **Back-office:** leverage Pega's operations portal to enable employees to get work done fast, and give executives self-service insights to operational KPIs.



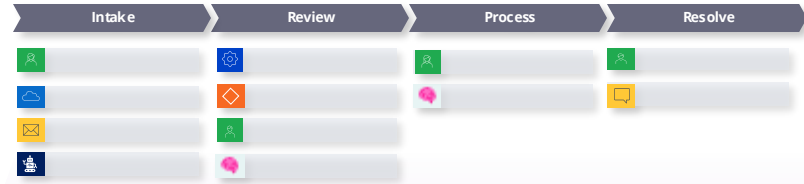
THE RESULT?

Automate everything

Pega's broad low-code AI & automation capabilities enable enterprises to automate manual work & inject intelligence across the customer journey. And with Pega Live Data, enterprise can intelligently connect to any system in their IT landscape to drive work to done.

Across your app, unleash:

- **Predictable AI Agents:** Agents which are guided by your workflows, so customer and employee requests are always fulfilled in the same approved way, every time.
- **Intelligent calculations and automations:** Dynamic calculation networks that automatically drive predictions and updates when values change.
- **Robotic process automation (RPA):** Attended & unattended RPA allow you to automate desktop processes and access/update information across multiple legacy systems without modern API access.
- **AI-powered decision-making:** Built-in AI capabilities that analyze data patterns, make predictions, and recommend next best actions—ensuring processes adapt in real-time based on historical analysis and changing conditions.



Orchestrate powerful AI & automation



AI Agents



Predictive AI



RPA



Business rules



Integrations



Decisioning



Calculations



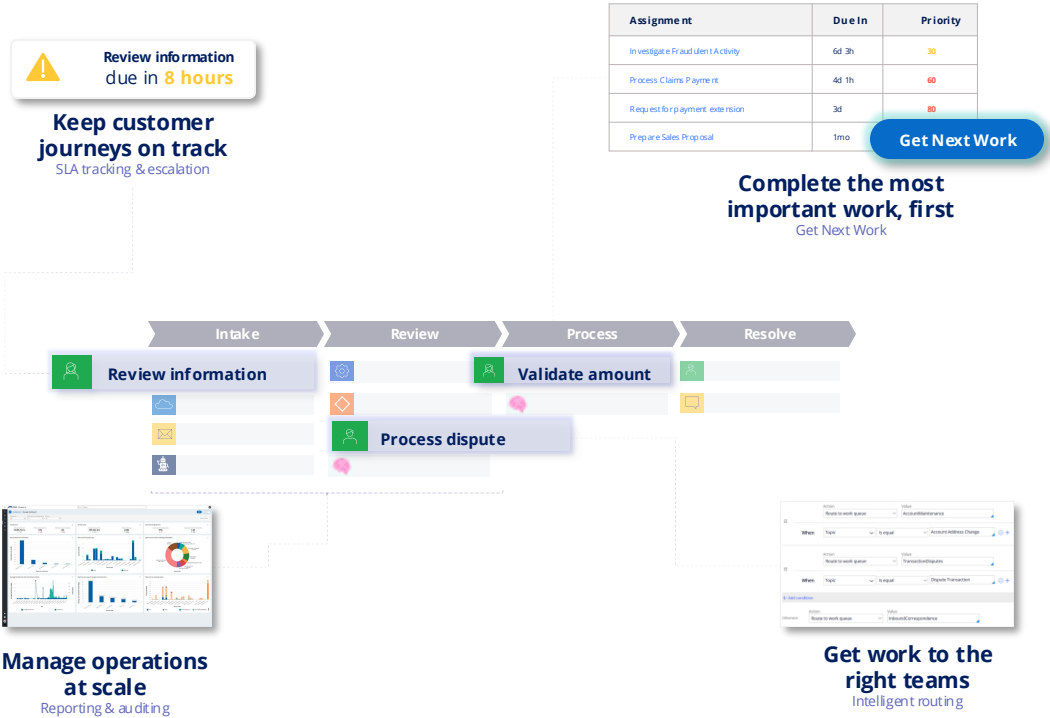
Correspondence

THE RESULT?

Drive efficiency & repeatability at scale

Maximize resources and scale your workforce.

- **Prioritize** worklists intelligently based on AI predictions
- Ensure the **right person is working on the right** work with skills based routing
- Give the entire team a **single view** into all work across operations
- **Track, audit, and report** on every assignment across the operation

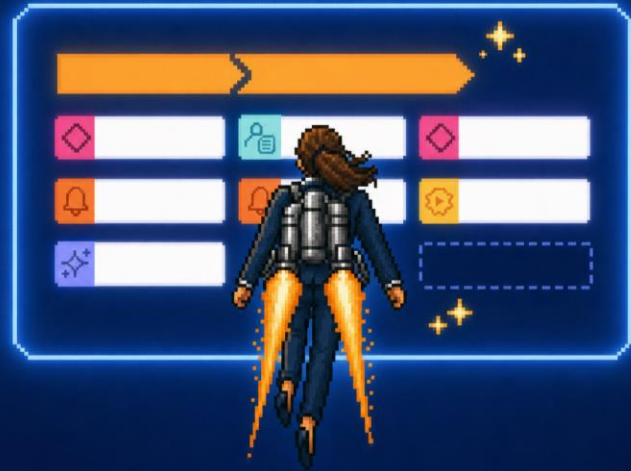


THE RESULT?

Unleash Pega Predictable AI™ Agents

Pega Predictable AI™ agents take their cues from your workflows, not from their own ideas. That means **greater control, total visibility, and zero surprises - so you can build an AI-powered future without compromising your standards.**

- **Design agents:** which accelerate legacy transformation and creation of AI Agent powered processes.
- **Conversation agents:** which enable automated self-service, governed by regulated processes.
- **Automation agents:** which eliminate manual work across end-to-processes.
- **Coach & Knowledge agents:** which enable guidance & insights across the organization.



Accelerate and de-risk your *agentic transformation* with Pega.



REALIZE YOUR AI POTENTIAL

Reimagine how you work.

Transform legacy systems and architect processes for the AI era.

Pega Blueprint™



10X DEVELOPER PRODUCTIVITY

Build enterprise apps at AI speed.

Harness the power of agentic engineering without escalating tech debt.

Infinity Studio™ + Open Agentic Engineering



RUN AGENTS PREDICTABLY

Orchestrate agents, people, & systems.

Drive predictable outcomes with predictable costs at scale.

Open Agentic Orchestration

All on a platform with **security, trust** and **governance** built-in.

Rapid AI-led Legacy Transformation

Client successes

**US State
Agency**

From 1M+ lines of COBOL
to cloud prototype in

2 weeks

Mainframe replacement POC
with AWS & Pega

Allianz 

Moving underwriting off
of homegrown apps and
into the cloud

**Faster time
to market**

Java replacement POC with
Accenture & Pega Blueprint


vodafone

From legacy workflows to
new cloud apps:

**Go-live in
40 hours**

Network Operations
Transformation



Rapid migration off of
legacy BPM:

**800+
workflows**

Shared Services
Transformation

Figure 1: Magic Quadrant for Business Orchestration and Automation Technologies



Gartner

UNLOCK AI TRANSFORMATION ON

The #1 orchestration platform

2025 Gartner® Magic
Quadrant™ for Business
Orchestration and Automation
Technologies (BOAT)





Reimagining 800+ workflows & retiring legacy BPM, fast.

**Blueprint
“provides a
structure which
translates to
speed.”**

Daniel Wenzel
SVP Design Authorities
Deutsche Telekom
PegaWorld 2024



